

## CIT Customer Service Report for the Network Operations Center



For the period: Sunday, July 01, 2007 12:00:00 AM to Tuesday, July 31, 2007 11:59:59 PM

Snapshot Date: 8/1/2007 6:18:01 AM

	CREATED				ASSIGNED/PENDING/ CHECKED			CLOSED			AVG MIN
	DCS	NOC	WEB	Other	DCS	NOC	Other	DCS	NOC	Other	To Close
<b>NIHnet</b>											
Chronic-Access	0	0	0	1	0	0	1	0	0	0	0
Chronic-Bldg 12 Data Center	0	1	0	2	0	0	1	0	0	2	0
Chronic-Distribution	0	0	0	1	0	0	1	0	0	0	0
Chronic-Other	0	1	0	0	0	1	0	0	0	0	0
HazCon-Access	0	2	0	0	0	0	0	0	2	0	0
HazCon-FACnet	2	0	0	0	0	2	0	0	0	0	0
HazCon-Other	0	2	0	0	0	0	0	0	2	0	52
Impairment-Access	3	0	0	1	0	0	2	1	0	1	2
Impairment-Distribution	0	2	0	0	0	0	0	0	2	0	0
Impairment-FACnet	0	2	0	0	0	0	0	0	2	0	5
Impairment-NIH Customer	3	1	0	0	0	1	1	1	1	0	5
Impairment-Other	4	0	0	0	0	0	0	0	3	1	10
Impairment-Wireless	4	3	0	0	0	2	2	0	3	0	1
Inquiry	11	16	0	0	0	2	1	2	21	1	8
LAN Closet	14	0	0	1	0	0	0	1	9	5	9
Maintenance-Access	2	1	0	7	0	1	3	0	0	6	1

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Maintenance-Core	0	0	0	1	0	0	0	0	0	1	0
Maintenance-Distribution	0	0	0	1	0	0	1	0	0	0	0
Maintenance-DMZ	0	0	0	1	0	0	1	0	0	0	0
Maintenance-Facilities HVAC	2	1	0	0	1	0	0	0	2	0	3
Maintenance-Facilities Other	0	0	0	2	0	0	2	0	0	0	0
Maintenance-Facilities Power	17	0	0	1	7	5	0	3	2	1	2
Maintenance-FACnet	1	0	0	1	0	1	1	0	0	0	0
Maintenance-NIH Customer	1	1	0	1	0	0	0	1	1	1	4
Maintenance-Other	16	4	0	2	3	0	1	13	2	3	7
Maintenance-Remote Access Parachute	1	0	0	0	0	0	0	1	0	0	5
Maintenance-Remote Access VPN	0	1	0	1	0	0	0	0	1	1	0
Maintenance-Sterling CIT Data Center	0	1	0	1	0	0	1	0	1	0	0
Maintenance-Vendor	1	2	0	0	0	0	0	0	3	0	2
Maintenance-Wireless	1	0	0	1	0	0	1	0	0	1	2

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Network NMS-Device Config Backup	1	2	0	0	0	0	0	0	0	3	5
Network NMS-NMS Element Manage	0	9	0	2	0	0	1	0	0	10	0
Network NMS-NMS Element Un-manage	0	3	0	2	0	0	2	0	0	3	0
Network Sec-Firewall	7	4	0	18	0	0	15	1	0	13	3
Network Sec-Other	3	11	0	5	1	0	4	0	10	4	4
Network Sec-Router ACL	0	2	0	0	0	0	0	0	2	0	0
Outage-Access	1	5	0	0	0	1	0	1	3	1	9
Outage-Bldg 12 Data Center	0	1	0	0	0	0	0	0	1	0	0
Outage-Distribution	0	0	0	1	0	0	0	0	0	1	0
Outage-FACnet	0	8	0	0	0	1	0	0	7	0	15
Outage-FACNET	0	1	0	0	0	0	0	0	1	0	0
Outage-NIH Customer	0	1	0	0	0	0	0	0	1	0	15
Outage-Other	3	9	0	0	0	1	0	2	9	0	7
Outage-other	0	1	0	0	0	0	0	0	1	0	0
Outage-Remote Access VPN	1	1	0	0	0	0	0	1	1	0	14

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Outage-Sterling CIT Data Center	0	1	0	0	0	0	0	0	1	0	0
Outage-Vendor	0	1	0	0	0	0	0	0	1	0	0
Outage-Wireless	0	17	0	0	0	1	1	0	14	1	2
Server Support-DNS	6	1	0	3	0	1	2	2	0	5	5
Server Support-Listserv	1	1	0	0	0	0	0	1	0	1	1
Server Support-Other	13	0	0	2	0	0	4	1	3	7	4
Server Support-TACACS	0	1	0	3	0	0	0	0	0	4	0
Service Prov-Access	1	0	0	0	0	0	0	0	0	1	5
Service Prov-Bldg 12 Data Center	2	0	0	0	0	0	0	0	0	2	27
Service Prov-Distribution	0	1	0	0	0	0	1	0	0	0	0
Service Prov-DNS	1	0	0	0	0	0	0	0	0	1	5
Service Prov-FACnet	1	1	0	0	0	0	0	0	1	1	2
Service Prov-IP Address Admin	21	0	0	0	1	1	4	2	3	10	9
Service Prov-Other	13	0	0	4	0	0	1	2	6	8	3
Service Prov-Port Add	65	1	0	7	0	5	6	4	21	37	5
Service Prov-Port Change	25	1	0	1	0	2	4	0	11	10	11

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Service Prov-Remote Access VPN	0	0	0	5	0	0	1	0	0	4	0
Service Prov-Wireless	0	0	0	2	0	0	2	0	0	0	0
<b>Grand Total:</b>	<b>248</b>	<b>125</b>	<b>0</b>	<b>81</b>	<b>13</b>	<b>28</b>	<b>68</b>	<b>40</b>	<b>154</b>	<b>151</b>	<b>5</b>

Total Tickets Closed: 345

Total Tickets Assigned/Pending/Checked Out: 109

Total Tickets Created: 454